

# Tesla for Business Service

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# Service Introduction

This guide is designed to educate your organization's service or maintenance team members in better understanding how they can manage service-related items for your fleet, by utilizing Tesla for Business.

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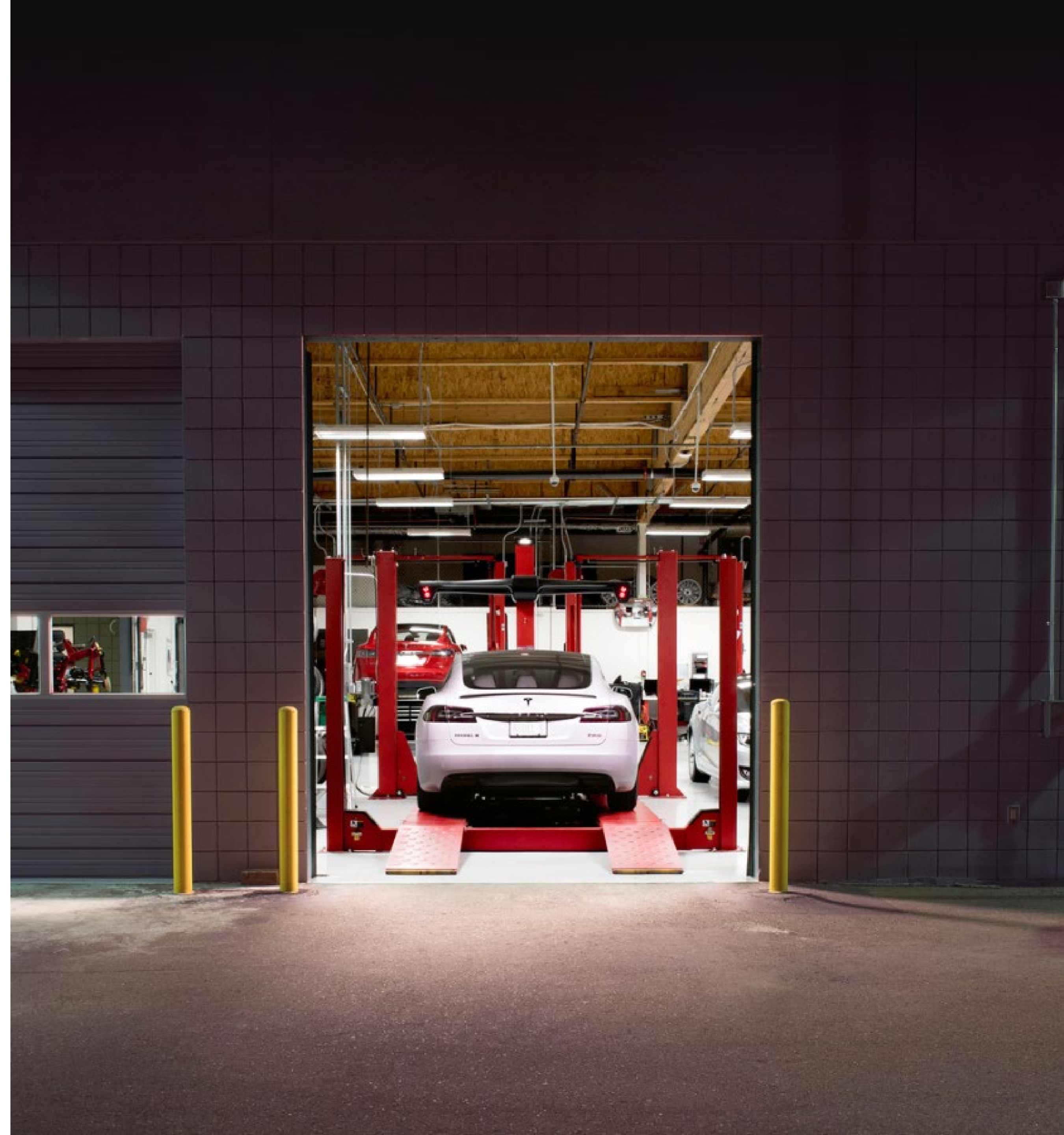
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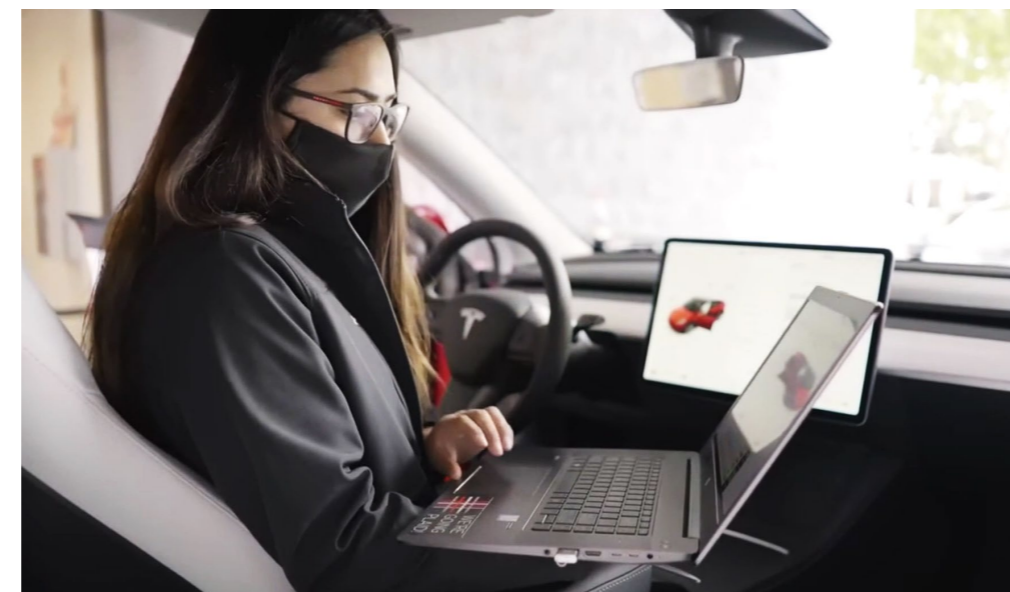


# Learn Tesla Service

We offer two types of service appointments:

- **Service Center** visits which require you to bring the vehicle to a Tesla Service location.
- If your service can be done outside of a Service Center, a **Mobile Service** Technician can visit you and perform the service at your preferred location.

**Note:** Some service work can **only** be completed by visiting a Service Center. The type of service appointment will be advised once a service appointment is scheduled and reviewed.



## Schedule

Use **Tesla for Business** or **Tesla App** to submit service concerns and schedule an appointment

## Estimate

Through **remote diagnostics** and physical assessment, a cost estimate is generated

## In-Progress

With a **cost estimate approval**, a service technician can begin the work

## Invoice

A **final invoice** is generated and provided to the Payment Responsible party



# Learn User Role

In the **Account** page, an Admin user may add additional users and assign them a user role (Figure 1).

**Admin** and **Service Manager** are the two roles that can utilize the Service page of Tesla for Business.

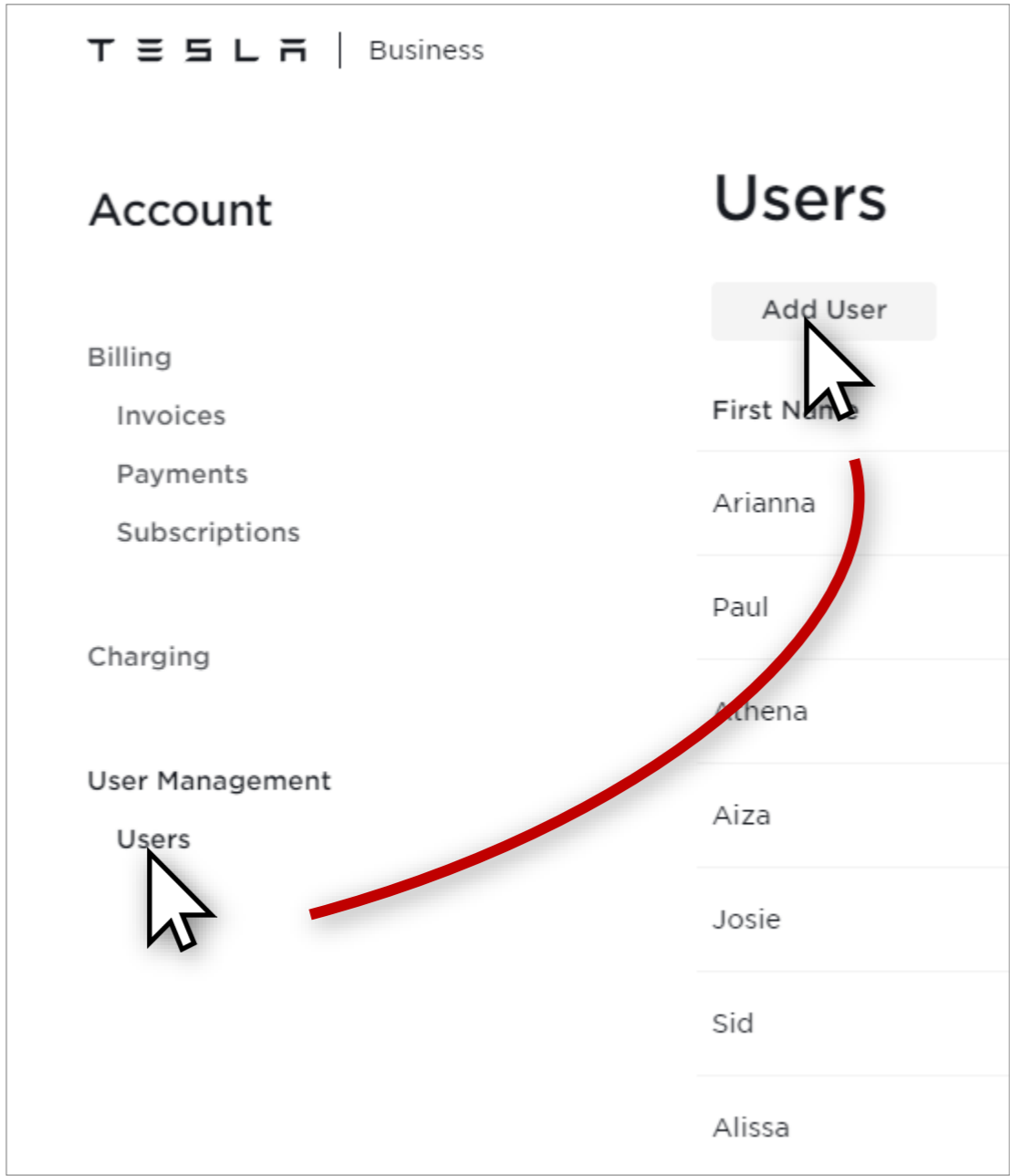


Figure 1

User Roles	Permissions
Admin	<ul style="list-style-type: none"> <li>• <b>Full Access</b></li> <li>• Add / Remove Vehicles</li> <li>• Add / Remove Users</li> <li>• Edit User Roles</li> <li>• Approve / Deny Owner Transfer Requests</li> </ul>
Finance Manager	<ul style="list-style-type: none"> <li>• <b>Account</b> page</li> <li>• View invoices for Purchases, Supercharging, and Service</li> <li>• Add / Update Payment Methods and Billing Information</li> </ul>
Fleet Manager	<ul style="list-style-type: none"> <li>• <b>Fleet</b> page and <i>limited Account</i> page controls</li> <li>• Add / Remove Drivers</li> <li>• Manage Payment Responsibilities</li> <li>• Buy and Manage Upgrades (including Subscriptions)</li> </ul>
Order Manager	<ul style="list-style-type: none"> <li>• <b>Order</b> page</li> <li>• View Orders</li> <li>• Update Order Details</li> <li>• Complete Order "Assignments" i.e. Add PO Number, Add Driver</li> <li>• Complete Order "Delivery Details"</li> </ul>
Order / Fulfilment Manager	<ul style="list-style-type: none"> <li>• <b>Order</b> page</li> <li>• <u>Create</u> and View Orders</li> <li>• Update Order Details</li> <li>• Complete Order "Assignments" i.e. Add PO Number, Add Driver</li> <li>• Complete Order "Delivery Details"</li> </ul>
Service Manager	<ul style="list-style-type: none"> <li>• <b>Service</b> page</li> <li>• Create / Edit Service Appointment</li> <li>• View Service Appointment</li> <li>• View Recalls</li> <li>• View Cost Estimates</li> <li>• Approve / Deny Cost Estimates</li> </ul>

# Learn Billing Information

Save your Service Payment Method (A)

Add or Edit your Service Invoice Billing Details and your Service Approver Contact (B)

Select “Manage” to edit Default Payment Responsibility (C)

**Note:** Default Payment Responsibility settings only affect New Orders. Visit the Fleet page to make Payment Responsibility setting changes to your existing vehicles.

The screenshot shows the Tesla Business Account interface. The top navigation bar includes 'Orders', 'Fleet', 'Service', and 'Account'. The left sidebar lists 'Account', 'Billing', 'Charging', and 'User Management'. The main content area is titled 'Payments' and contains four sections: 'Auto-Payments', 'Supercharging', 'Upgrades', and 'Subscriptions'. Each section displays a payment method and an 'Invoice Billing Details' section. Red boxes and letters A, B, and C highlight specific areas: A points to the Service Payment Method (Pay Per Visit, Visa 6813), B points to the Service Invoice Billing Details and Service Approver Contact (dstarman@tesla.com), and C points to the Default Payment Responsibility section (Service: Tesla Digital LFM TEST US, Supercharging: Assigned Driver, Subscriptions: Assigned Driver).

# Learn

## Payment Responsibility

The Overview and Cost Estimate tools in Tesla for Business require a vehicle’s payment responsibility to be set your organization (the “Owner”).

**Payment Responsibility** refers to who will pay for Service. It can either be set to your organization as the “Owner” or to an assigned “Driver”. By default, the “Owner” has Payment Responsibility, as the Owner of the vehicle.

Tesla for Business users who are: Admins, Order Managers, or Fleet Managers can adjust a vehicle’s Payment Responsibility settings.

- **Pre delivery:** Use the **Orders** page, select the Order Details and edit the “Assignment” information of the Order
- **After delivery:** Use the **Fleet** page, select the VIN Details then edit the VIN’s Payment Responsibility settings (see Figure 1)

**Manage Payment Responsibility**  
 2019 Model 3 VIN 5YJ3E1EB6KF555555

Service: Test Company (dropdown)  
 Supercharging: Assigned Driver (dropdown)  
 Subscriptions: Assigned Driver (dropdown)  
 Update (button)

Figure 1

Type	Payment Responsibility	Accepted Payment Methods
Service	Owner	Credit Card
	Driver	Credit Card

Table 1

**⚠ Note:** Tesla is not responsible for maintaining and updating your fleet’s **Payment Responsibility settings**. Maintaining accurate Payment Responsibility settings are vital in ensuring any post-delivery services are billed to the correct party.

We urge you to periodically audit your Payment Responsibility settings under the Fleet page by downloading a Fleet report, which contains this information.

# Overview

## Page Navigation

- Schedule Service Appointment (A)
- View Pending Cost Estimates (B)
- Toggle between In Service and Upcoming Appointments (C)
- Vehicle and Appointment Details (D)
- Estimated Completion Date (E)
- Cost Estimate number and link for details (F)
- Service Appointment Status (G)
- Service Appointment Cost (H)

**Overview**

Overview

Cost Estimates 3

Recalls 2

Pending Approval  
3 Cost Estimates

[View Estimates](#)

**Service Appointments**

In Service Upcoming

Vehicle	Service Type & Center	Appt. Date	Est. Completion Date	Cost Estimate	Service Status	Cost
2022 Model Y <a href="#">XP7YGCEL3NB000001</a>	Service Center Austin, TX	Oct 27, 2023	—	3000-009-0014267000 Pending Approval	Scheduled	\$1,020.28
2022 Model Y <a href="#">XP7YGCEL3NB000002</a>	Service Center Austin, TX	Oct 30, 2023	—	3000-009-0014267042 Pending Approval	Scheduled	\$62.61
2022 Model Y <a href="#">XP7YGCEL3NB000003</a>	Mobile Service Austin, TX	Oct 17, 2023	—	3000-009-0014267103 Pending Approval	Scheduled	\$0.00


Total Records: 3

Prev 1 Next

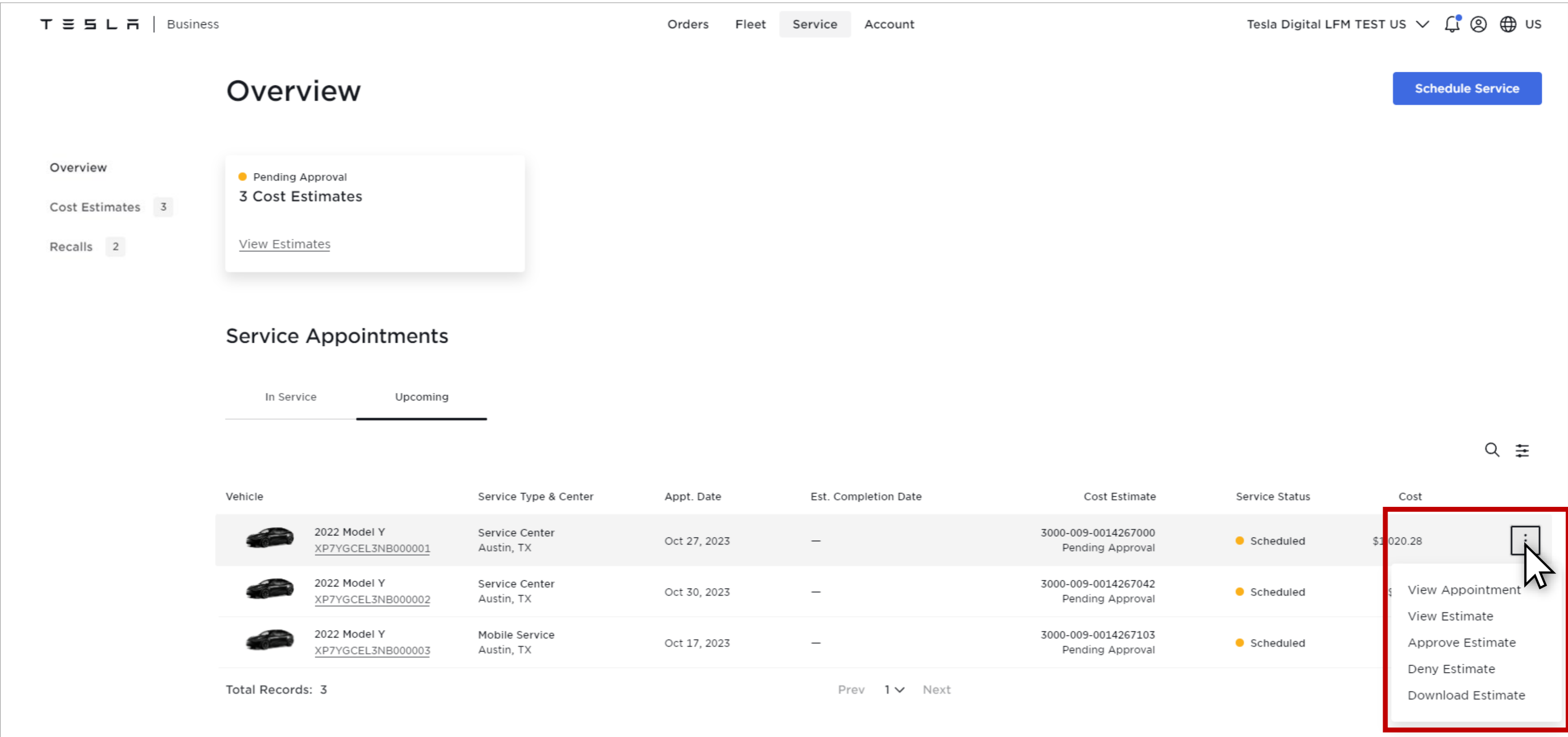
Show: 10

# Overview

## Quick Controls

Select the three-dot menu icon  to find quick controls related to a service appointment.







- View Appointment
- View Estimate
- Approve Estimate
- Deny Estimate
- Download Estimate



The screenshot shows the Tesla Business Service Overview page. At the top, there are navigation tabs for Orders, Fleet, Service (selected), and Account. The Tesla logo and 'Business' are on the left, and 'Tesla Digital LFM TEST US' with notification and location icons are on the right. A 'Schedule Service' button is in the top right.

The main content area is titled 'Overview' and includes a summary card for 'Pending Approval 3 Cost Estimates' with a 'View Estimates' link. Below this is the 'Service Appointments' section, with tabs for 'In Service' and 'Upcoming' (selected). A search and filter icon is on the right.

The table below lists three service appointments. The first row is highlighted, and a red box highlights the three-dot menu icon in the 'Service Status' column, which has opened a dropdown menu with the following options: View Appointment, View Estimate, Approve Estimate, Deny Estimate, and Download Estimate.

Vehicle	Service Type & Center	Appt. Date	Est. Completion Date	Cost Estimate	Service Status	Cost
 2022 Model Y XP7YGCEL3NB000001	Service Center Austin, TX	Oct 27, 2023	—	3000-009-0014267000 Pending Approval	 Scheduled	\$1,020.28
 2022 Model Y XP7YGCEL3NB000002	Service Center Austin, TX	Oct 30, 2023	—	3000-009-0014267042 Pending Approval	 Scheduled	
 2022 Model Y XP7YGCEL3NB000003	Mobile Service Austin, TX	Oct 17, 2023	—	3000-009-0014267103 Pending Approval	 Scheduled	

Total Records: 3      Prev 1 Next



# Overview

## Appointment Details

### Appointment Details (A)

Toggle between Overview and Cost Estimate (B)

Service Location name and address (C)

Estimated Completion Date (D)

Service Concerns summary (E)

Contact Details (F)

The screenshot shows the Tesla Business Service Overview page. The main content area is titled 'Overview' and includes a summary card for 'Pending Approval' with '3 Cost Estimates' and '2 Recalls'. Below this is a 'Service Appointments' section with a table of upcoming appointments. A right-hand sidebar is open, displaying 'Appointment Details' for a 2022 Model Y. The sidebar contains several sections: a toggle for 'Overview' and 'Cost Estimate', 'Service Center' information, 'Estimated Completion On' (indicated as '-'), 'Concerns' (listing tire pressure and windshield crack), and 'Contact' details for Doug Starman.

Vehicle	Service Type & Center	Appt. Date	Est. Completion Date	Cost Estimate
2022 Model Y XP7YGCEL3NB000001	Service Center Austin, TX	Oct 27, 2023	—	3000-009-0014267000 Pending Approval
2022 Model Y XP7YGCEL3NB000002	Service Center Austin, TX	Oct 30, 2023	—	3000-009-0014267042 Pending Approval
2022 Model Y XP7YGCEL3NB000003	Mobile Service Austin, TX	Oct 17, 2023	—	3000-009-0014267103 Pending Approval

A

B

C

D

E

F

# Overview

## Cost Estimate Details

### Appointment Details (A)

Toggle between Overview and Cost Estimate (B)

### Cost Estimate Total and Status (C)

Service Concerns summary and amount breakdown (D)

### Estimated Amount Due (E)

**Overview**

- Pending Approval
- 3 Cost Estimates
- View Estimates

**Service Appointments**

In Service | Upcoming

Vehicle	Service Type & Center	Appt. Date	Est. Completion Date	Cost Estimate
2022 Model Y XP7YGCEL3NB000001	Service Center Austin, TX	Oct 27, 2023	—	3000-009-0014267000 Pending Approval
2022 Model Y XP7YGCEL3NB000002	Service Center Austin, TX	Oct 30, 2023	—	3000-009-0014267042 Pending Approval
2022 Model Y XP7YGCEL3NB000003	Mobile Service Austin, TX	Oct 17, 2023	—	3000-009-0014267103 Pending Approval

Total Records: 3

Prev 1 Next

**Appointment Details**

2022 Model Y VIN XP7YGCEL3NB000001  
Fri, Oct 27, 2023, 10:30 AM

Overview | **Cost Estimate**

Cost Estimate 3000-009-0014267000  
**\$1,020.28** Pending Approval

Check tire pressure and condition	\$0.00
Customer states: windshield has a large crack. Would like replacement.	\$972.98
Subtotal	\$972.98
Taxes	\$47.30

**Amount Due \$1,020.28**



# Schedule Service

## Begin

Select the blue **Schedule Service** button on the top-right hand corner of the **Service** page to begin.

The screenshot shows the Tesla Business Service page. At the top, there is a navigation bar with 'Orders', 'Fleet', 'Service' (selected), and 'Account'. On the right, it says 'Tesla Digital LFM TEST US' with a dropdown arrow, a notification bell, a user profile icon, and a globe icon for 'US'. Below the navigation, the main content area is titled 'Overview'. On the left, there are three summary items: 'Overview', 'Cost Estimates 3', and 'Recalls 2'. A callout box highlights 'Pending Approval 3 Cost Estimates' with a 'View Estimates' link. Below this is the 'Service Appointments' section, which has two tabs: 'In Service' and 'Upcoming' (selected). A table lists three appointments for 2022 Model Y vehicles. At the bottom right, there is a search icon, a list view icon, and a 'Show: 10' dropdown. A blue 'Schedule Service' button is highlighted with a mouse cursor in the top right corner of the main content area.

Vehicle	Service Type & Center	Appt. Date	Est. Completion Date	Cost Estimate	Service Status	Cost
2022 Model Y XP7YGCEL3NB000001	Service Center Austin, TX	Oct 27, 2023	—	3000-009-0014267000 Pending Approval	● Scheduled	\$1,020.28
2022 Model Y XP7YGCEL3NB000002	Service Center Austin, TX	Oct 30, 2023	—	3000-009-0014267042 Pending Approval	● Scheduled	\$62.61
2022 Model Y XP7YGCEL3NB000003	Mobile Service Austin, TX	Oct 17, 2023	—	3000-009-0014267103 Pending Approval	● Scheduled	\$0.00

# Schedule Service

## Select Vehicle

Enter the **VIN number** of your desired vehicle. You may search by either complete VIN Number **or** last 6-digits.

**Note:** If a vehicle has an upcoming Service Appointment **or** in Service Center possession, requesting an additional service appointment will not be available.

TESLA | Business

Orders Fleet **Service** Account

Tesla Digital LFM TEST US

< Back

## Schedule Service

Select Vehicle Concern Details Location & Time Contact Details Review

To get started, search and select the vehicle requiring service

Note: Service requests should only be made on behalf of the business account. Services scheduled on behalf of long term drivers will be canceled.

Q XP7YGCEL3NB001654 x

2022 Model Y  
VIN XP7YGCEL3NB001654



# Schedule Service Concern Details

Provide a **detailed** summary or description of your service concern. You may add up to 10 concerns, per Service Appointment request.

The screenshot shows the Tesla 'Schedule Service' web interface. At the top, there is a navigation bar with the Tesla logo, 'Business', and tabs for 'Orders', 'Fleet', 'Service' (selected), and 'Account'. On the right, it shows 'Tesla Digital LFM TEST US' with a dropdown arrow, a notification bell, a user profile icon, and a globe icon for 'US'. Below the navigation, there is a 'Schedule Service' title and a progress indicator with five steps: 'Select Vehicle' (checked), 'Concern Details' (active), 'Location & Time', 'Contact Details', and 'Review'. A text box explains: 'Enter one concern at a time, and be specific to ensure accurate repair and pricing. You may add up to 10 concerns.' Two concerns are listed: 'Vehicle is pulling to the right. Requesting an alignment' (244/300 remaining) and 'Alert for tire pressure on screen. Requesting tire check and rotation' (231/300 remaining). A '+ Add Another Concern' button is at the bottom left. At the bottom, there are 'Previous' and 'Next' buttons, with a mouse cursor clicking on 'Next'. On the right side, a vehicle card displays a car icon, '2022 Model Y', and VIN 'XP7YGCEL3NB001654'.

# Schedule Service Location & Time

Enter your **preferred service address** to select a Tesla Service location. If your concerns are mobile service capable, a mobile service location will be made available.

Scroll down to select a **date & time** that is convenient for you.




The screenshot displays the Tesla Service Scheduling interface. At the top, the Tesla logo and 'Business' are on the left, and navigation links for 'Orders', 'Fleet', 'Service', and 'Account' are in the center. The user's account information, 'Tesla Digital LFM TEST US', is on the right. Below the navigation, a progress bar shows five steps: 'Select Vehicle', 'Concern Details', 'Location & Time', 'Contact Details', and 'Review'. The 'Location & Time' step is currently active. A search bar contains the address '45500 Fremont Blvd, Fremont, CA, USA'. To the right, a vehicle card shows a '2022 Model Y' with VIN 'XP7YGCEL3NB001654'. Below the search bar, a 'Select Service Location' section lists four service centers: 'Fremont Service' (1.86 miles away), 'Santa Clara-Northwestern Parkway' (8.08 miles away), 'Sunnyvale-680 E El Camino Real' (9.94 miles away), and 'Palo Alto' (11.18 miles away). The 'Fremont Service' card is highlighted with a blue border. A red text overlay 'Scroll Down for Date & Time Selection' points to a modal window titled 'Select Date & Time'. This modal shows the date 'Tue, Oct 3, 2023' and the time '7:15 AM'. At the bottom of the modal are 'Previous' and 'Next' buttons, with a mouse cursor hovering over the 'Next' button.



# Schedule Service Contact Details

Change or confirm the service visit **contact details** specific for this service appointment.

Your **Service Invoice Billing Details** will be displayed. For any changes, visit the **Account** page and edit your Payment settings.

TESLA | Business Orders Fleet **Service** Account Tesla Digital LFM TEST US    US


[Back](#)

## Schedule Service

✓ Select Vehicle   ✓ Concern Details   ✓ Location & Time   ● Contact Details   ○ Review

### Service Contact Details

Change or confirm the service visit contact details. This will only be used for communications regarding the service visit.


First Name	Last Name
<input type="text" value="Doug"/>	<input type="text" value="Starman"/>
Email	Phone Number
<input type="text" value="dstarman@tesla.com"/>	US +1  (408) 555-1234

### Service Invoice Billing Details

LFM TEST US  
901 PAGE AVE  
FREMONT, CA 94538  
United States  
91-2197729

### Service Approver Details

dstarman@tesla.com  
+1 (408) 555-1234



**2022 Model Y**  
VIN XP7YGCEL3NB001654

# Schedule Service Review

Review and verify your appointment details before proceeding.

- Tesla Service location
- Concern Details
- Contact Details

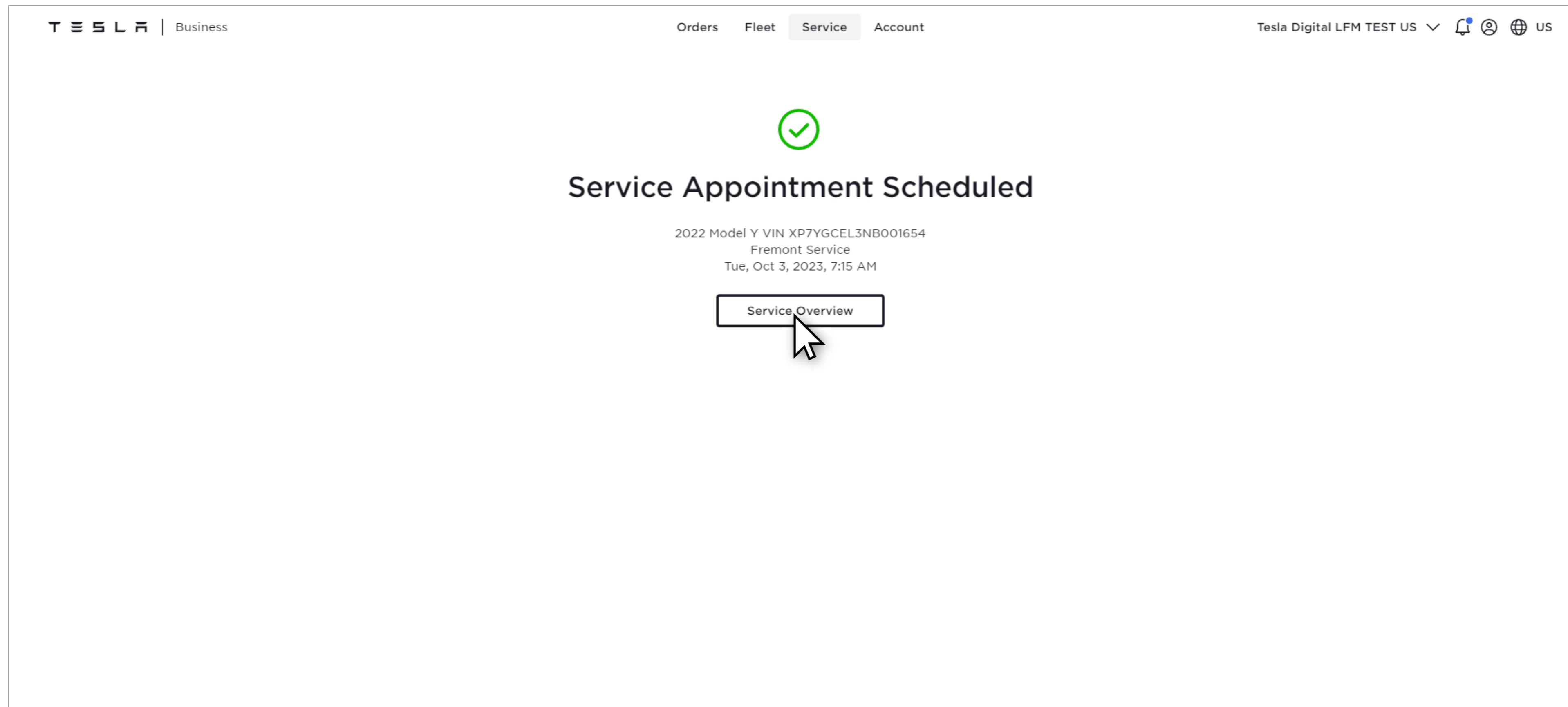
Select **Confirm Appointment** to submit your entry.

The screenshot shows the Tesla 'Schedule Service' review page. At the top, the Tesla logo and 'Business' are on the left, and navigation tabs for 'Orders', 'Fleet', 'Service', and 'Account' are in the center. On the right, there's a user profile 'Tesla Digital LFM TEST US' with notification, help, and location icons. Below the navigation, a progress bar shows five steps: 'Select Vehicle', 'Concern Details', 'Location & Time', 'Contact Details', and 'Review'. The first four steps are marked with green checkmarks, while 'Review' is marked with a grey circle. The main content area is titled 'Schedule Service' and includes a 'Back' link. A message reads: 'Review your service request before confirming your appointment'. There are three sections: 'Appointment' (Fremont Service, 48370 Kato Rd, Fremont, CA, Tue, Oct 3, 2023, 7:15 AM), 'Concerns' (Vehicle is pulling to the right. Requesting an alignment; Alert for tire pressure on screen. Requesting tire check and rotation), and 'Contact' (Doug Starman, +1 (408) 555-1234, dstarman@tesla.com). Each section has an 'Edit' link. On the right, a vehicle card shows a '2022 Model Y' with VIN XP7YGCEL3NB001654. At the bottom, there are two buttons: 'Previous' and 'Confirm Appointment', with a mouse cursor hovering over the latter.

# Schedule Service Success Message

Your newly created service appointment can be found under your **Upcoming** Service Appointments by selecting the **Service Overview** button.

**Note:** Upon review and diagnostics of your concerns, a **Cost Estimate** will be generated for your review and approval within your Tesla for Business account (see [Page 23](#)). An approved estimate is required to authorize your requested repair.





# Schedule Service

## Edit or Cancel Appointment

While viewing the appointment details, scroll down to find the **Edit Appointment** and **Cancel Appointment** buttons to make your selection

**Overview**

● Pending Approval  
**3 Cost Estimates**  
[View Estimates](#)

Cost Estimates **3**

Recalls **2**

### Service Appointments

In Service    **Upcoming**

Vehicle	Service Type & Center	Appt. Date	Est. Completion Date	Cost Estimate
2022 Model Y <a href="#">XP7YGCEL3NB000001</a>	Service Center Austin, TX	Oct 27, 2023	—	3000-009-0014267000 Pending Approval
2022 Model Y <a href="#">XP7YGCEL3NB000002</a>	Service Center Austin, TX	Oct 30, 2023	—	3000-009-0014267042 Pending Approval
2022 Model Y <a href="#">XP7YGCEL3NB000003</a>	Mobile Service Austin, TX	Oct 17, 2023	—	3000-009-0014267103 Pending Approval

Total Records: 3    Prev 1 Next

**Overview**    Cost Estimate

Service Center  
**Tesla Service Austin-St. Elmo**  
500 E St Elmo Rd, Austin, TX

Estimated Completion On  
—

**Concerns**

- Check tire pressure and condition
- Customer states: windshield has a large crack. Would like replacement.

**Contact**

Doug Starman  
4155551234  
dstarman@tesla.com

**Edit Appointment**

Cancel Appointment

# Schedule Service

## Edit Appointment

You may edit the following appointment details:

- Location & Time
- Concern Details
- Contact Details

**Note:** To edit the selected vehicle or VIN of a Service Appointment, **Cancel** the existing appointment and schedule service for the desired or accurate vehicle.

TESLA | Business Orders Fleet **Service** Account Tesla Digital LFM TEST US

< Back

### Edit Service Appointment

Select Vehicle ✓ Concern Details ✓ Location & Time ✓ Contact Details ✓ Review ○

Review your service request before confirming your appointment

**Appointment** [Edit](#)

Tesla Service Austin-St. Elmo  
Fri, Oct 27, 2023, 10:30 AM

**Concerns** [Edit](#)

- Check tire pressure and condition
- Customer states: windshield has a large crack. Would like replacement.

**Contact** [Edit](#)

Doug Starman  
+1 (415) 555-1234  
dstarman@tesla.com

2022 Model Y  
VIN XP7YGCEL3NB000001

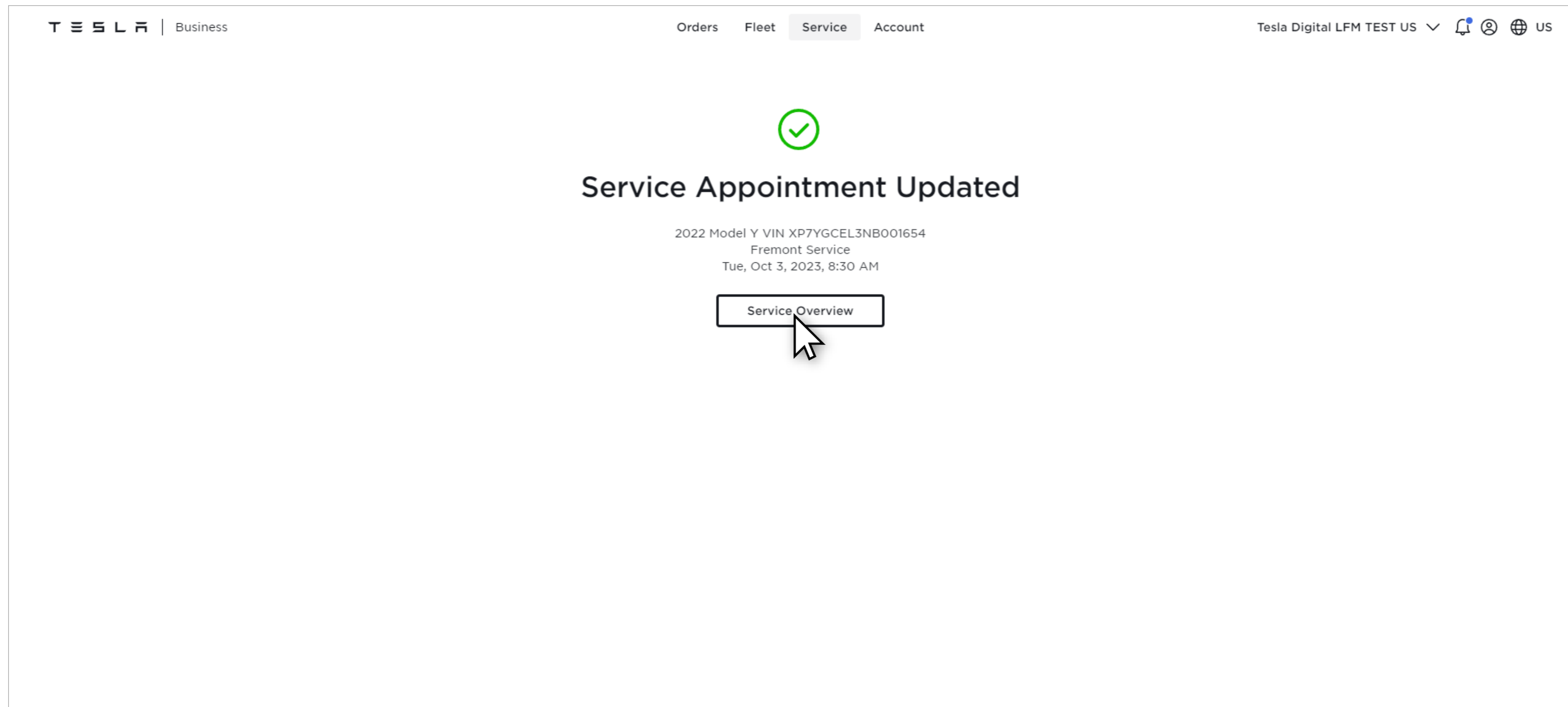
Previous Update Appointment

# Schedule Service

## Edit Confirmation

A **Success Message** will appear, once your service appointment is updated.

Your newly updated service appointment can be found under your **Upcoming** Service Appointments by selecting the **Service Overview** button.



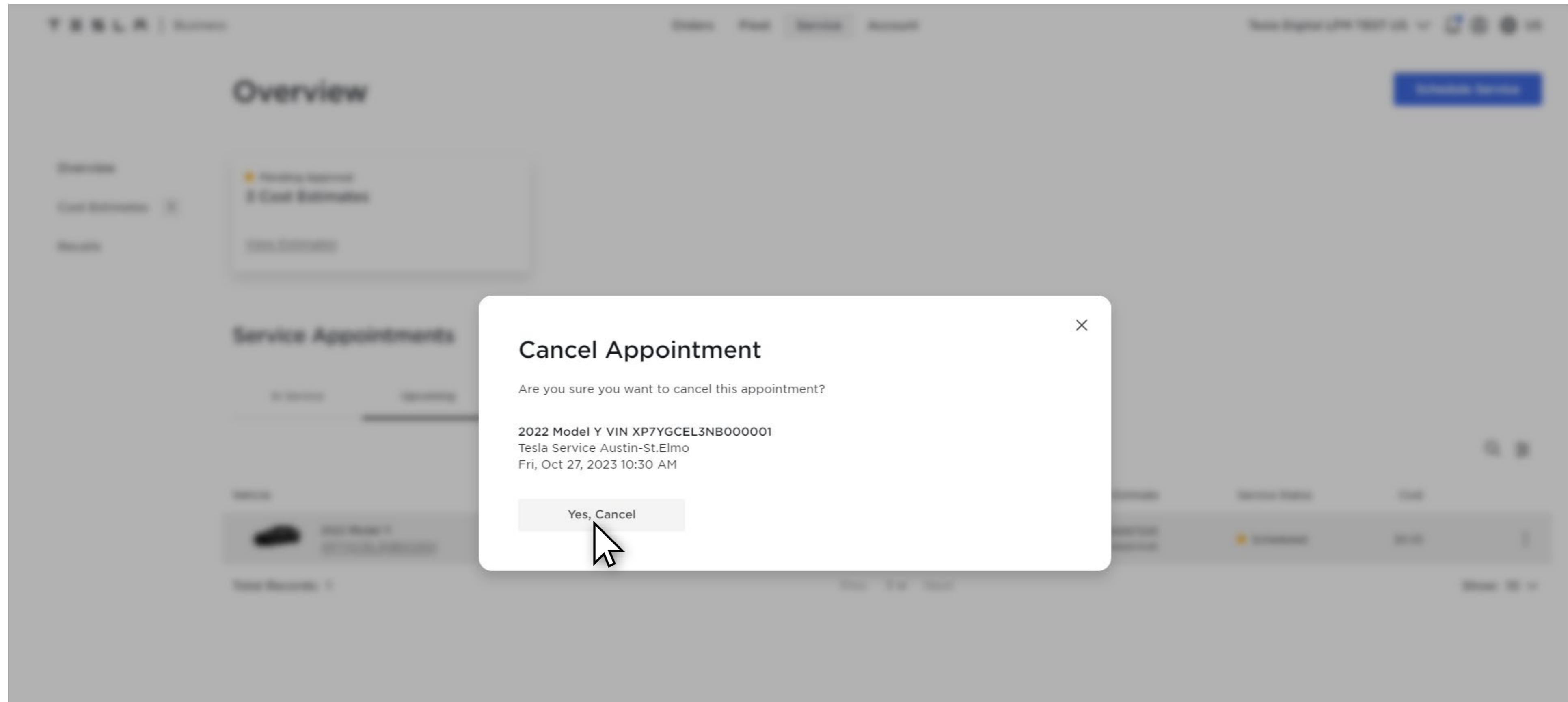


# Schedule Service

## Cancel Appointment

Confirm you are cancelling the desired appointment and vehicle.

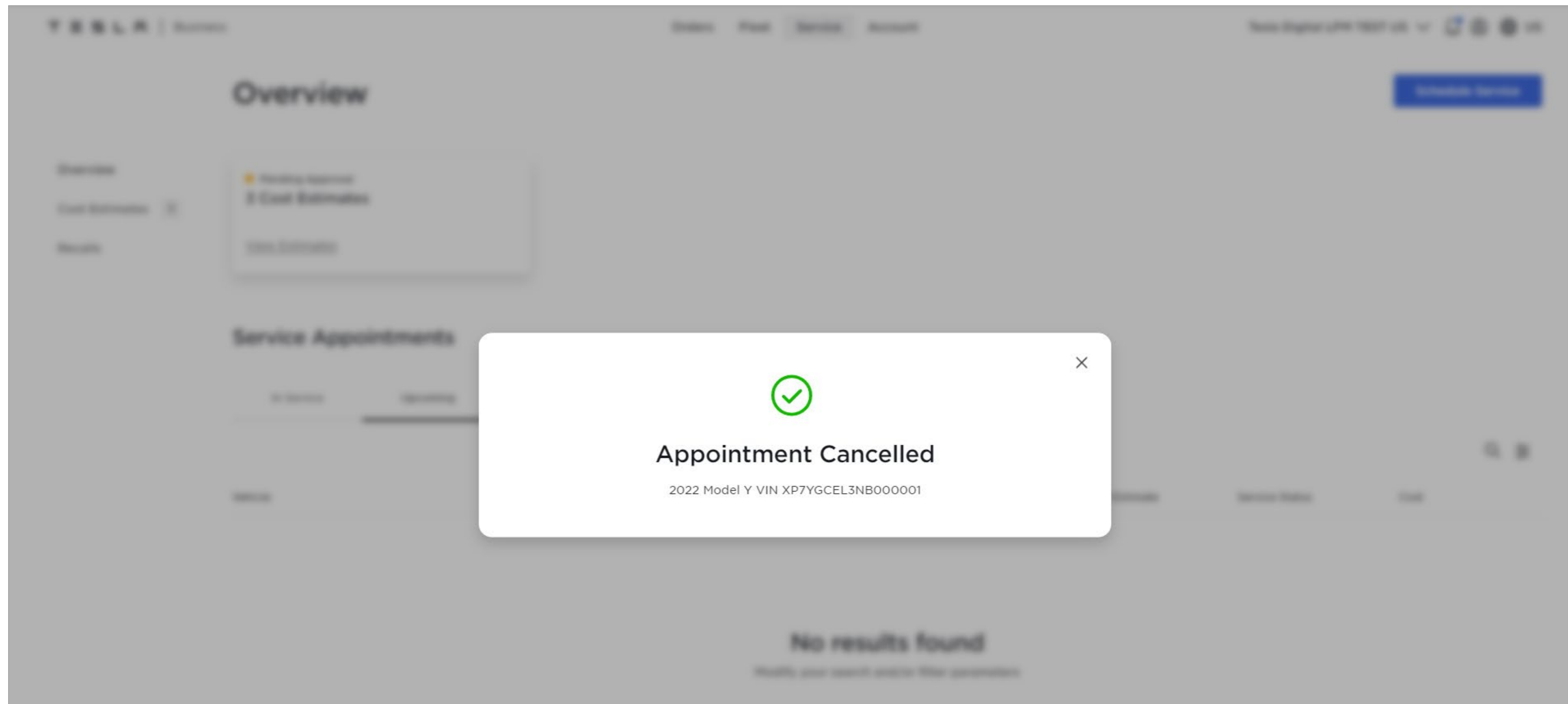
Select **Yes, Cancel** to confirm our cancellation.



# Schedule Service

## Cancel Confirmation

A **Cancel Confirmation** message will appear, once cancellation is complete.



# Cost Estimate Page Navigation

- Appointment Details (A)
- Appointment Date and Estimate Date (B)
- Approval Status (C)
- Cost Estimate amount (D)
- Settings to update your Service Approver contact information (E)
- Filter to sort this report (F)
- Toggle buttons to access quick actions (G)

The screenshot shows the Tesla Business Cost Estimates page. The page header includes the Tesla logo, 'Business', and navigation tabs for 'Orders', 'Fleet', 'Service', and 'Account'. The user is logged in as 'Tesla Digital LFM TEST US'. The main content area is titled 'Cost Estimates' and contains a table with four columns: 'Service Type & Center', 'Vehicle', 'Appointment Date', and 'Estimate Date'. The table has four rows of data. Below the table, there are navigation controls for 'Prev', '1', and 'Next', and a 'Show: 10' dropdown. Annotations A through G are placed on the page to highlight specific features: A points to the table header, B points to the date columns, C points to the 'Approval Status' column, D points to the 'Cost' column, E points to the 'Settings' button, F points to the filter icon, and G points to the toggle buttons in the right-hand column.

Service Type & Center	Vehicle	Appointment Date	Estimate Date	Approval Status	Cost	Toggle Buttons
Service Center Austin, TX	2022 Model Y XP7YTEST3NB004444	—	Jun 8, 2023	Pending	\$242.40	⋮
Service Center Las Vegas, NV	2020 Model 3 XP7YTEST3NB003333	—	Jun 8, 2023	Pending	\$333.00	⋮
Service Center Brooklyn, NY	2021 Model 3 XP7YTEST3NB002222	—	Jun 8, 2023	Pending	\$0.00	⋮
Mobile Service Fremont, CA	2023 Model Y XP7YTEST3NB001111	—	Jun 8, 2023	Pending	\$49.71	⋮



# Cost Estimate Controls

Using the **toggle buttons**, you can perform quick actions such as:

- View Estimate
- Approve Estimate
- Deny Estimate
- Download Estimate PDF

The screenshot shows the Tesla Business Cost Estimates interface. At the top, there is a navigation bar with the Tesla logo, 'Business', and tabs for 'Orders', 'Fleet', 'Service', and 'Account'. The 'Service' tab is active. On the right, there is a user profile 'Tesla Digital LFM TEST US' and a 'Settings' button. Below the navigation, the title 'Cost Estimates' is displayed. A filter 'Pending x' is applied. The main content is a table with the following columns: Service Type & Center, Vehicle, Estimate #, Appointment Date, Estimate Date, Approval Status, and Cost. There are four rows of data, all with 'Pending' status. A dropdown menu is open over the first row, showing the following actions: View Estimate, Approve Estimate, Cancel Service, and Download PDF. At the bottom, there is a pagination bar with 'Total Records: 4', 'Prev 1 Next', and 'Show: 10'.

Service Type & Center	Vehicle	Estimate #	Appointment Date	Estimate Date	Approval Status	Cost
Service Center Austin, TX	2022 Model Y <a href="#">XP7YTEST3NB004444</a>	<a href="#">3000-009-0012375840</a>	—	Jun 8, 2023	Pending	\$242.40
Service Center Las Vegas, NV	2020 Model 3 <a href="#">XP7YTEST3NB003333</a>	<a href="#">3000-009-0012375836</a>	—	Jun 8, 2023	Pending	\$333
Service Center Brooklyn, NY	2021 Model 3 <a href="#">XP7YTEST3NB002222</a>	<a href="#">3000-009-0012375831</a>	—	Jun 8, 2023	Pending	\$0
Mobile Service Fremont, CA	2023 Model Y <a href="#">XP7YTEST3NB001111</a>	<a href="#">3000-009-0012375827</a>	—	Jun 8, 2023	Pending	\$45

# Cost Estimate Controls

Select the **Settings** button to update your Service Approver email address, which will be notified of any cost estimates that require approval

**TESLA** | Business      Orders   Fleet   **Service**   Account      Tesla Digital LFM TEST US   US

## Cost Estimates

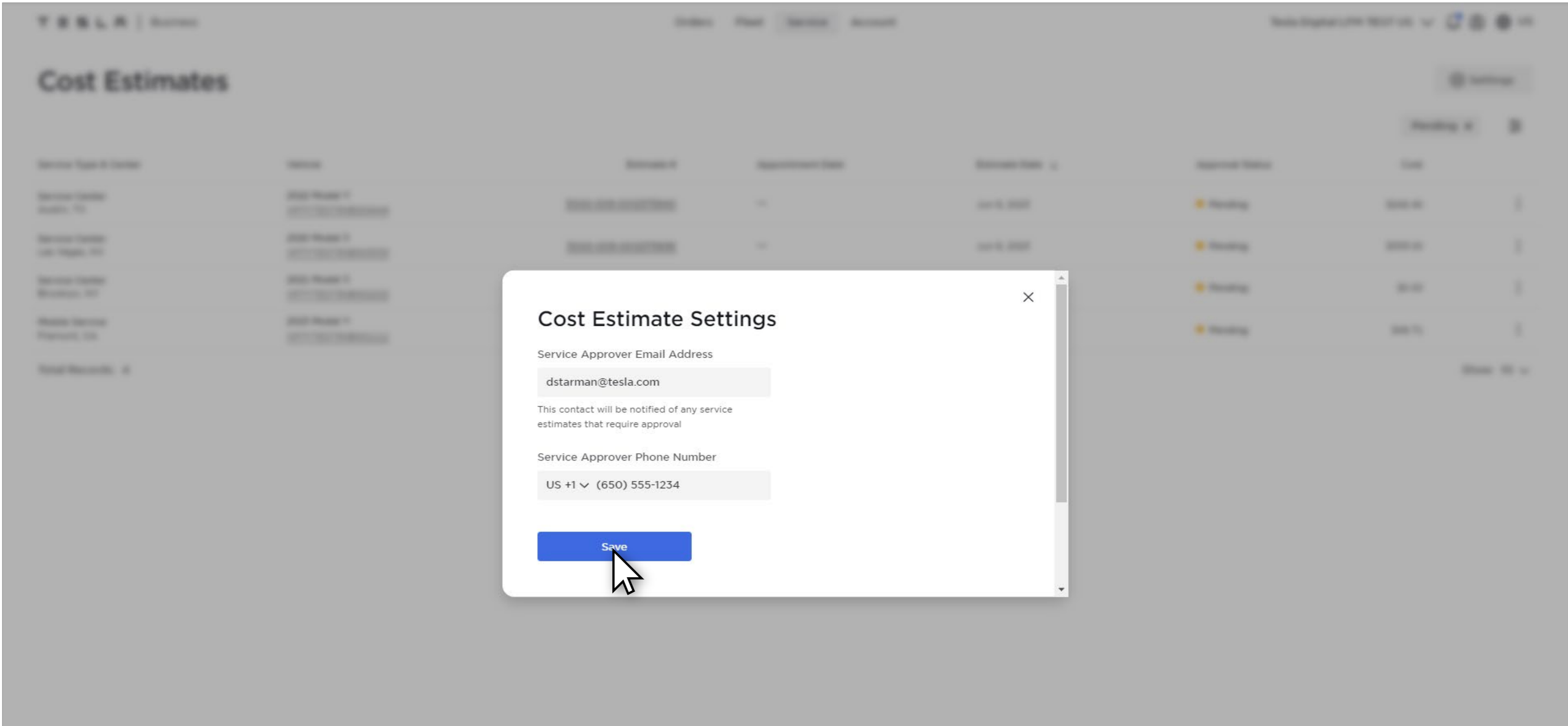
[Settings](#)   Pending x

Service Type & Center	Vehicle	Estimate #	Appointment Date	Estimate Date	Approval Status	Cost	
Service Center Austin, TX	2022 Model Y <a href="#">XP7YTEST3NB004444</a>	<a href="#">3000-009-0012375840</a>	—	Jun 8, 2023	<span style="color: orange;">●</span> Pending	\$242.40	⋮
Service Center Las Vegas, NV	2020 Model 3 <a href="#">XP7YTEST3NB003333</a>	<a href="#">3000-009-0012375836</a>	—	Jun 8, 2023	<span style="color: orange;">●</span> Pending	\$333.00	⋮
Service Center Brooklyn, NY	2021 Model 3 <a href="#">XP7YTEST3NB002222</a>	<a href="#">3000-009-0012375831</a>	—	Jun 8, 2023	<span style="color: orange;">●</span> Pending	\$0.00	⋮
Mobile Service Fremont, CA	2023 Model Y <a href="#">XP7YTEST3NB001111</a>	<a href="#">3000-009-0012375827</a>	—	Jun 8, 2023	<span style="color: orange;">●</span> Pending	\$49.71	⋮

Total Records: 4      Prev   1   Next      Show: 10

# Cost Estimate Controls

Enter your desired Service Approver Email Address and Phone Number then press save to update your settings



# Cost Estimate Details

Selecting the **Estimate #** link will reveal the cost estimate details on the right side of the page

Service Type & Center	Vehicle	Estimate #	Appointment Date	Estimate Date	Approval Status	Cost
Service Center Austin, TX	2022 Model Y <a href="#">XP7YTEST3NB004444</a>	<a href="#">3000-009-0012375840</a>	—	Jun 8, 2023	Pending	\$242.40
Service Center Las Vegas, NV	2020 Model 3 <a href="#">XP7YTEST3NB003333</a>	<a href="#">3000-009-0012375836</a>	—	Jun 8, 2023	Pending	\$333.00
Service Center Brooklyn, NY	2021 Model 3 <a href="#">XP7YTEST3NB002222</a>	<a href="#">3000-009-0012375831</a>	—	Jun 8, 2023	Pending	\$0.00
Mobile Service Fremont, CA	2023 Model Y <a href="#">XP7YTEST3NB001111</a>	<a href="#">3000-009-0012375827</a>	—	Jun 8, 2023	Pending	\$49.71

Total Records: 4      Prev 1 Next      Show: 10



# Cost Estimate Details

- Appointment details including appointment type and address (A)
- Service summary of estimated work and cost (B)
- Cost Estimate PDF to view, download, or print the PDF (C)
- Approve or Deny the Cost Estimate (D)

The screenshot shows the Tesla Business interface for Cost Estimates. The main table lists four estimates with columns for Service Type & Center, Vehicle, Estimate #, Appointment Date, Estimate Date, and App. A right-hand panel provides details for the selected estimate, including Service Center information, a Service Summary table, a Cost Estimate PDF link, and buttons for 'Approve Estimate' and 'Deny Estimate'. Red boxes and lines labeled A, B, C, and D point to these specific elements.

Service Type & Center	Vehicle	Estimate #	Appointment Date	Estimate Date	App
Service Center Austin, TX	2022 Model Y <a href="#">XP7YTEST3NB004444</a>	<a href="#">3000-009-0012375840</a>	—	Jun 8, 2023	● P
Service Center Las Vegas, NV	2020 Model 3 <a href="#">XP7YTEST3NB003333</a>	<a href="#">3000-009-0012375836</a>	—	Jun 8, 2023	● P
Service Center Brooklyn, NY	2021 Model 3 <a href="#">XP7YTEST3NB002222</a>	<a href="#">3000-009-0012375831</a>	—	Jun 8, 2023	● P
Mobile Service Fremont, CA	2023 Model Y <a href="#">XP7YTEST3NB001111</a>	<a href="#">3000-009-0012375827</a>	—	Jun 8, 2023	● P

Total Records: 4      Prev 1 Next

**Cost Estimate**  
3000-009-0012375840 Jun 8, 2023  
● Pending Approval  
Cost Estimate  
**\$242.40**

**Service Center**  
Tesla Service Austin-St. Elmo  
500 E St Elmo Rd, Austin, TX

**Service Summary**

Customer Requests: maintenance needed	\$242.40
Check tire pressure and condition	\$0.00
Subtotal	\$242.40
Taxes	\$0.00
<b>Amount Due</b>	<b>\$242.40</b>

[Cost Estimate](#)

**Approve Estimate**  
Deny Estimate

# Cost Estimate

## View or Download PDF

Select the **Cost Estimate** link to view, download, or print the PDF

TESLA | Business

Orders Fleet **Service** Account

### Cost Estimates

Service Type & Center	Vehicle	Estimate #	Appointment Date	Estimate Date	App
Service Center Austin, TX	2022 Model Y <a href="#">XP7YTEST3NB004444</a>	<a href="#">3000-009-0012375840</a>	—	Jun 8, 2023	● P
Service Center Las Vegas, NV	2020 Model 3 <a href="#">XP7YTEST3NB003333</a>	<a href="#">3000-009-0012375836</a>	—	Jun 8, 2023	● P
Service Center Brooklyn, NY	2021 Model 3 <a href="#">XP7YTEST3NB002222</a>	<a href="#">3000-009-0012375831</a>	—	Jun 8, 2023	● P
Mobile Service Fremont, CA	2023 Model Y <a href="#">XP7YTEST3NB001111</a>	<a href="#">3000-009-0012375827</a>	—	Jun 8, 2023	● P

Total Records: 4      Prev 1 Next

#### Cost Estimate

3000-009-0012375840 Jun 8, 2023

● Pending Approval

Cost Estimate

### \$242.40

Service Center  
Tesla Service Austin-St. Elmo  
500 E St Elmo Rd, Austin, TX

#### Service Summary

Customer Requests: maintenance needed	\$242.40
Check tire pressure and condition	\$0.00
Subtotal	\$242.40
Taxes	\$0.00
<b>Amount Due</b>	<b>\$242.40</b>

[Cost Estimate](#)

**Approve Estimate**

Deny Estimate

# Cost Estimate

## View or Download PDF

View, download, or print the Cost Estimate PDF

**Cost Estimate**  
3000-009-0012375840 | Jun 8, 2023 | 2022 Model Y VIN XP7TEST3NB004444 ● Pending Approval

Download Print Prev 1 of 2 Next + -

**Tesla, Inc.**  
500 E St Elmo Rd  
Austin, TX, US 78745  
Ph.: (737) 717-8919

**Service Estimate**  
SERVICE DEPARTMENT HOURS  
Mon-Fri 8:00 a.m. - 6:00 p.m.  
Saturday-Sunday Sat-8am-5pm; Sun: Closed

Invoice date	Invoice number
08-Jun-2023	3000-009-0012375840
Due Date	08-Jun-2023
Date/Time Received	Date/Time Promised
Odometer In	Odometer Out
22791 Miles	Miles
Ready Date	
Service Advisor	

Bill To	Mobile Phone	Additional Phone	Vehicle Identification Number	
Tesla Digital LFM TEST US 901 PAGE AVE FREMONT, CA 94538 test_7403623a-5dab-4bf8-94f9-138bbd9977f5@tesla.com			Year	Model
			2022	MODEL Y
			License Plate Number	Colour
			GJ-831-QL	Solid Black

**Approve Estimate** Deny Estimate

# Cost Estimate Approve

Select the **Approve Estimate** button to proceed with your approval

**Warning:** An **Approved Estimate** is required to authorize Tesla to begin your requested service work. Failure to provide a Cost Estimate decision may result in Tesla refusal to begin your requested repair and delayed service completion.

The screenshot displays the Tesla Business interface. At the top, there are navigation tabs for 'Orders', 'Fleet', 'Service', and 'Account'. The 'Service' tab is active. Below the navigation is a 'Cost Estimates' section with a table listing four estimates. The first estimate is highlighted, and a detailed view is shown on the right side of the screen. This view includes the estimate ID (3000-009-0012375840), date (Jun 8, 2023), status (Pending Approval), and a total cost of \$242.40. A 'Service Summary' table breaks down the costs: Customer Requests: maintenance needed (\$242.40), Check tire pressure and condition (\$0.00), Subtotal (\$242.40), and Taxes (\$0.00). The total amount due is \$242.40. At the bottom of the detailed view, there are two buttons: 'Approve Estimate' (highlighted in blue) and 'Deny Estimate' (greyed out).

Service Type & Center	Vehicle	Estimate #	Appointment Date	Estimate Date	App
Service Center Austin, TX	2022 Model Y <a href="#">XP7YTEST3NB004444</a>	<a href="#">3000-009-0012375840</a>	—	Jun 8, 2023	● P
Service Center Las Vegas, NV	2020 Model 3 <a href="#">XP7YTEST3NB003333</a>	<a href="#">3000-009-0012375836</a>	—	Jun 8, 2023	● P
Service Center Brooklyn, NY	2021 Model 3 <a href="#">XP7YTEST3NB002222</a>	<a href="#">3000-009-0012375831</a>	—	Jun 8, 2023	● P
Mobile Service Fremont, CA	2023 Model Y <a href="#">XP7YTEST3NB001111</a>	<a href="#">3000-009-0012375827</a>	—	Jun 8, 2023	● P

Service Summary	
Customer Requests: maintenance needed	\$242.40
Check tire pressure and condition	\$0.00
Subtotal	\$242.40
Taxes	\$0.00
<b>Amount Due</b>	<b>\$242.40</b>

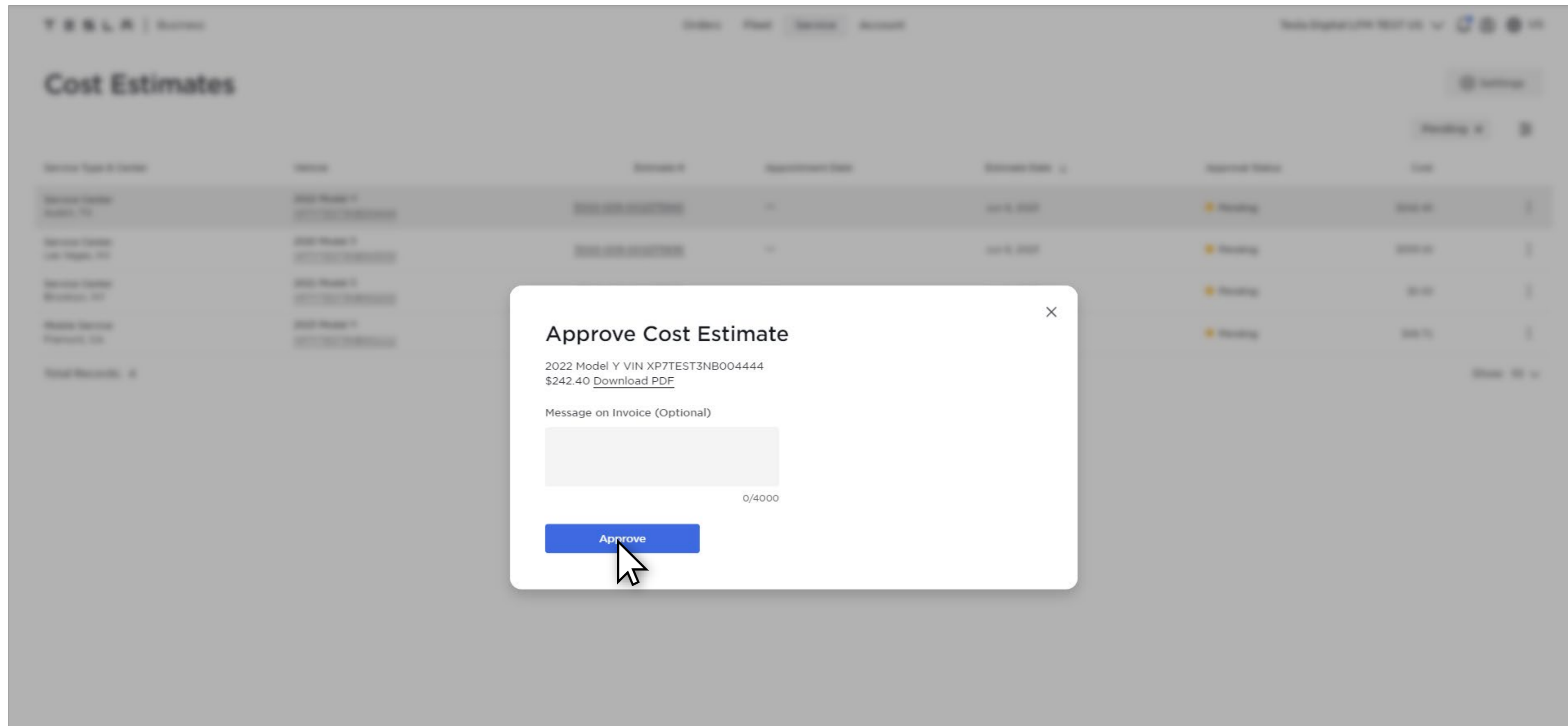


# Cost Estimate Approve

Enter a message or note you want to appear on the **Service Invoice document** which will generate once the appointment is completed.

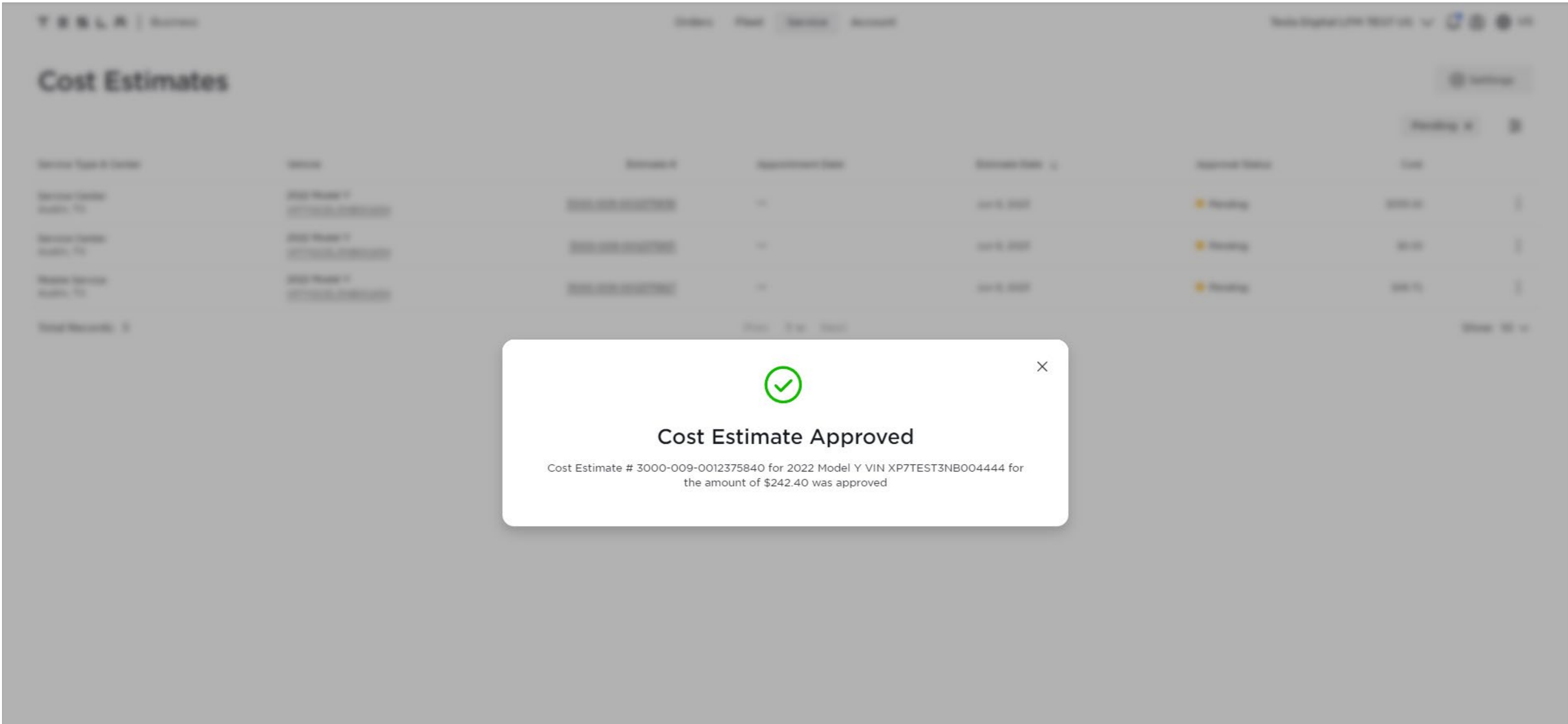
You may also utilize this field for **Approval** or **PO Numbers** which will be visible on the invoice document as “notes.”

**Note:** For specific instructions regarding this cost estimate or appointment, contact the Service location directly. This message or note will only appear on the invoice document.



# Cost Estimate Approve

A success message will display to confirm your **Approval**



# Cost Estimate Deny

Select the **Deny Estimate** button to proceed with your decision

TESLA | Business

Orders Fleet **Service** Account

### Cost Estimates

Service Type & Center	Vehicle	Estimate #	Appointment Date	Estimate Date	App
Service Center Austin, TX	2022 Model Y <a href="#">XP7YTEST3NB004444</a>	<a href="#">3000-009-0012375840</a>	—	Jun 8, 2023	● P
Service Center Las Vegas, NV	2020 Model 3 <a href="#">XP7YTEST3NB003333</a>	<a href="#">3000-009-0012375836</a>	—	Jun 8, 2023	● P
Service Center Brooklyn, NY	2021 Model 3 <a href="#">XP7YTEST3NB002222</a>	<a href="#">3000-009-0012375831</a>	—	Jun 8, 2023	● P
Mobile Service Fremont, CA	2023 Model Y <a href="#">XP7YTEST3NB001111</a>	<a href="#">3000-009-0012375827</a>	—	Jun 8, 2023	● P

Total Records: 4

Prev 1 Next

#### Cost Estimate

3000-009-0012375840 Jun 8, 2023

● Pending Approval

Cost Estimate

### \$242.40

Service Center  
Tesla Service Austin-St. Elmo  
500 E St Elmo Rd, Austin, TX

#### Service Summary

Customer Requests: maintenance needed	\$242.40
Check tire pressure and condition	\$0.00
Subtotal	\$242.40
Taxes	\$0.00
<b>Amount Due</b>	<b>\$242.40</b>

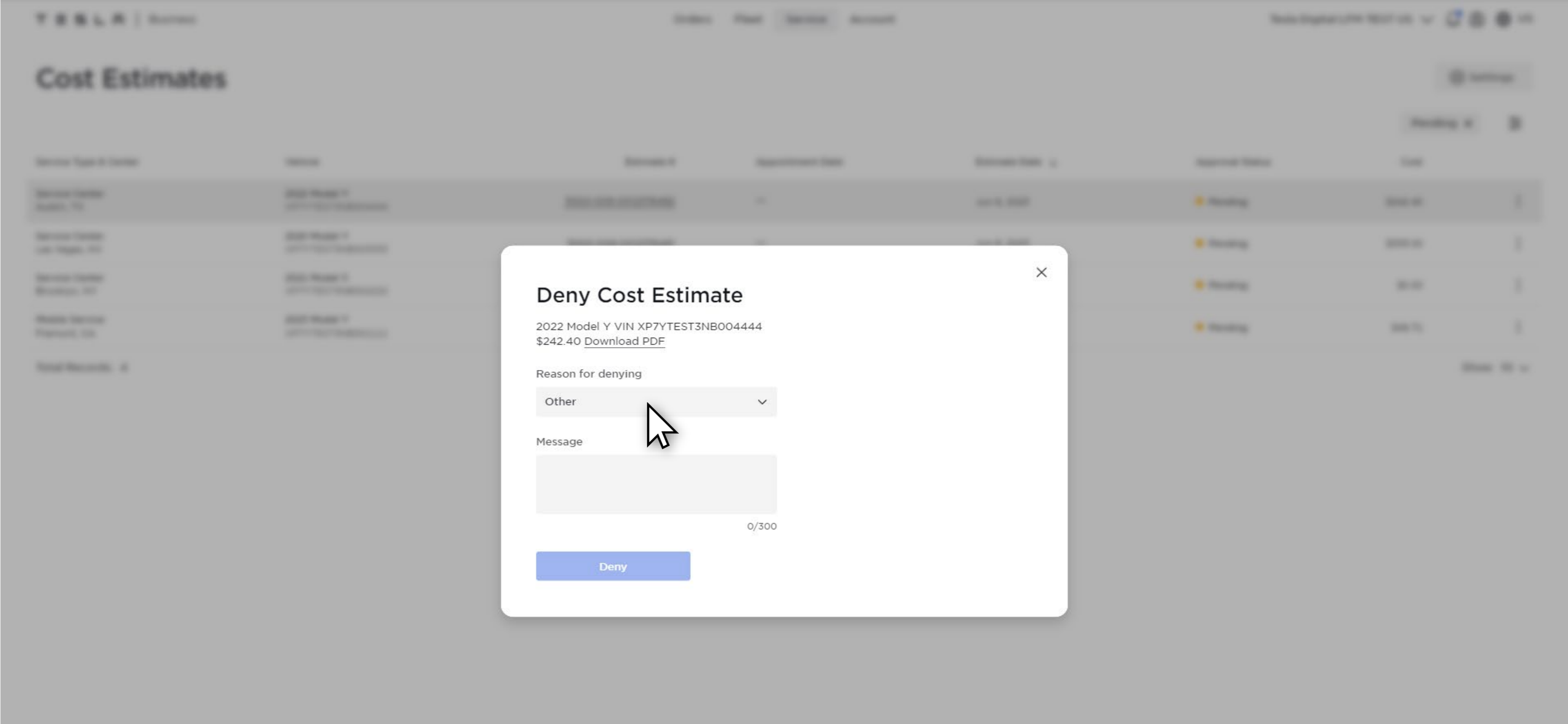
[Cost Estimate](#)

**Approve Estimate**

Deny Estimate

# Cost Estimate Deny

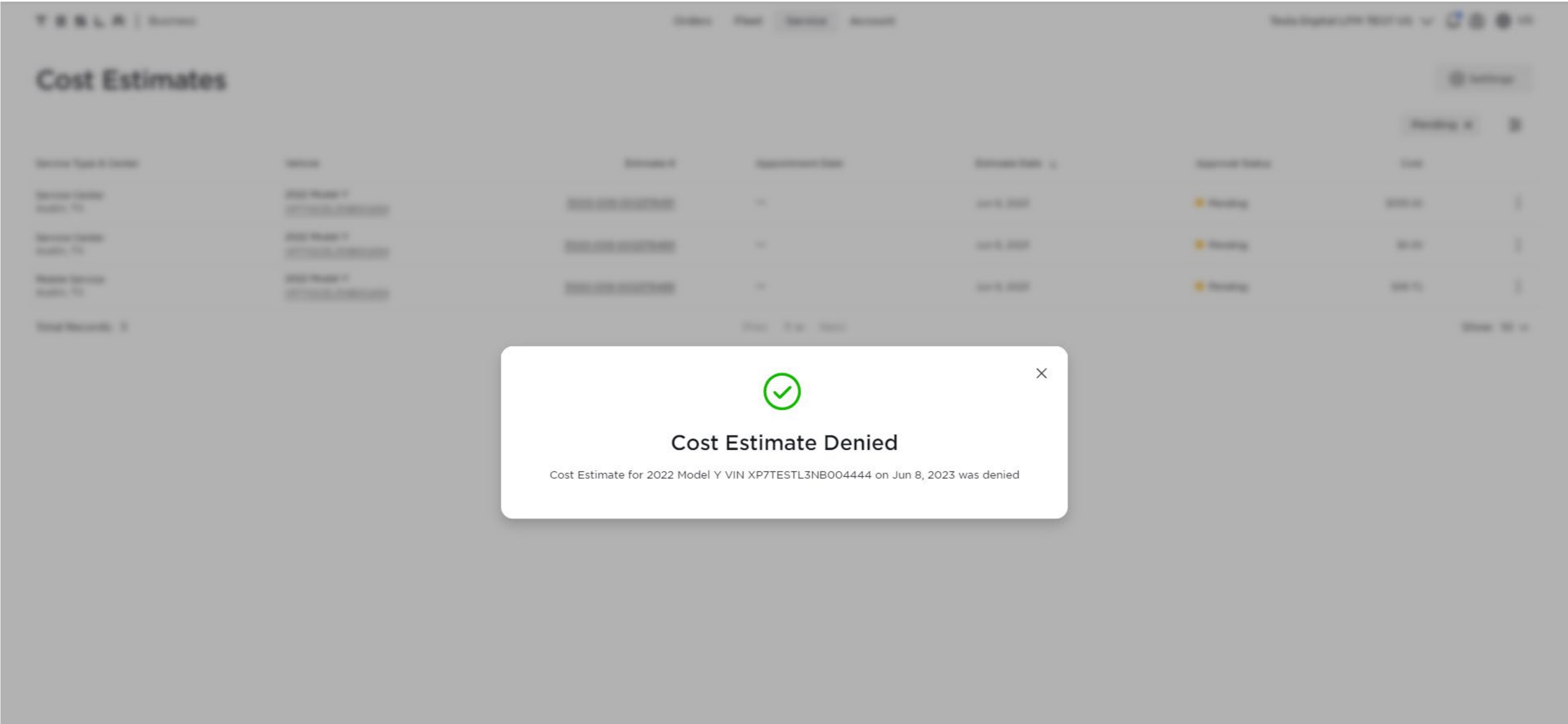
Provide a **Reason for denying**; selecting “Other” will enable a message box for you to provide more details about your decision





# Cost Estimate Deny

A success message will display to confirm your **Deny** decision



# Recalls

## Page Navigation

The Recalls report will display all Recalls your vehicles are subject to. Using the controls, you can filter and export a .csv report

- Recall Name (A)
- Recall Date Released (B)
- Affected Vehicles (C)

TESLA | Business Orders Fleet Service Account

### Recalls

Overview  
Cost Estimates  
Recalls 11

Recall	Date	Vehicles
TEST	Jun 14, 2023	2
<a href="#">Inspect 2nd Row Seat Belt and Buckle Stacking</a>	Oct 21, 2022	79
<a href="#">Update Vehicle Firmware To Prevent Loss of eCall Functionality</a>	May 18, 2022	1
<a href="#">Readjust Hood Latch</a>	Dec 21, 2021	66
<a href="#">Retrofit the Trunk Lid Harness</a>	Dec 21, 2021	2803
<a href="#">Inspect Front Lower Lateral Links</a>	Oct 25, 2021	5
<a href="#">Inspect 1st Row Seatbelt Bolts</a>	May 27, 2021	22
<a href="#">Inspect Brake Caliper Bolts</a>	May 27, 2021	20
<a href="#">Replace VCM To Upgrade 8GB eMMC</a>	Feb 5, 2021	37
<a href="#">Replace Front Passenger Airbag</a>	Jan 7, 2019	2
<a href="#">Update Firmware to Allow Navigate on Autopilot to Comply with European Regulations</a>	—	2

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# Recalls

## Recall Details

Selecting a Recall will reveal the Recall Details on the right side of the page. You may select between: Info, Vehicles, and Action to learn more

Recall Name (A)

Select Info, Vehicles, and Action (B)

Recall Number (C)

Recall Date (D)

Recall Description and Safety Risk (E)

**TESLA** | Business      Orders   Fleet   **Service**   Account

### Recalls

Overview  
Cost Estimates  
Recalls 11

Recall	Date
<a href="#">TEST</a>	Jun 14, 2023
<a href="#">Inspect 2nd Row Seat Belt and Buckle Stacking</a>	Oct 21, 2022
<a href="#">Update Vehicle Firmware To Prevent Loss of eCall Functionality</a>	May 18, 2022
<a href="#">Readjust Hood Latch</a>	Dec 21, 2021
<a href="#">Retrofit the Trunk Lid Harness</a>	Dec 21, 2021
<a href="#">Inspect Front Lower Lateral Links</a>	Oct 25, 2021
<a href="#">Inspect 1st Row Seatbelt Bolts</a>	May 27, 2021
<a href="#">Inspect Brake Master Bolts</a>	May 27, 2021
<a href="#">Replace VCM To Upgrade 8GB eMMC</a>	Feb 5, 2021
<a href="#">Replace Front Passenger Airbag</a>	Jan 7, 2019
<a href="#">Update Firmware to Allow Navigate on Autopilot to Comply with European Regulations</a>	—

#### Recall

Inspect 1st Row Seatbelt Bolts

Info   Vehicles   Action

Recall Number  
21V-388

Date  
May 27, 2021

Description  
The driver- and front-passenger shoulder belt portion of the seat belt system is attached to the b-pillar through a top loop and an actuating bracket, each of which are secured with fasteners. During assembly, one or both fasteners may not have been secured to the correct specifications.

Safety Risk  
While we are not aware of any crash or injury resulting from this condition, if either fastener that secures the shoulder belt top loop to the b-pillar is not secured to the correct specification, then the seat belt system may not perform as designed in a crash, which may increase the risk of injury.

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# Recalls

## Recall VIN List

Selecting **Vehicles** will reveal a list of all affected vehicles

**Search** for a specific VIN or **Export** a .csv report of affected vehicles

The screenshot shows the Tesla Business Service portal. The main navigation includes Orders, Fleet, Service (selected), and Account. The left sidebar contains Overview, Cost Estimates, and Recalls (11). The main content area displays a list of recalls with columns for Recall and Date. The recall 'Inspect 1st Row Seatbelt Bolts' is highlighted. A modal window titled 'Recall' is open, showing the same recall title and tabs for Info, Vehicles (selected), and Action. The Vehicles tab displays a search bar 'Search by VIN' and a list of affected vehicles with car icons and blurred VINs. Navigation buttons 'Prev' and 'Next' are at the bottom of the modal. The footer contains 'Tesla © 2023 Privacy & Legal'.

Recall	Date
TEST	Jun 14, 2023
<a href="#">Inspect 2nd Row Seat Belt and Buckle Stacking</a>	Oct 21, 2022
<a href="#">Update Vehicle Firmware To Prevent Loss of eCall Functionality</a>	May 18, 2022
<a href="#">Readjust Hood Latch</a>	Dec 21, 2021
<a href="#">Retrofit the Trunk Lid Harness</a>	Dec 21, 2021
<a href="#">Inspect Front Lower Lateral Links</a>	Oct 25, 2021
<a href="#">Inspect 1st Row Seatbelt Bolts</a>	May 27, 2021
<a href="#">Inspect Brake Caliper Bolts</a>	May 27, 2021
<a href="#">Replace VCM To Upgrade 8GB eMMC</a>	Feb 5, 2021
<a href="#">Replace Front Passenger Airbag</a>	Jan 7, 2019
<a href="#">Update Firmware to Allow Navigate on Autopilot to Comply with European Regulations</a>	—



# Recalls

## Recall Action

Selecting **Action** will reveal recommendations: how to address, mitigate, or complete the Recall

TESLA | Business
Orders Fleet **Service** Account

## Recalls

Overview

Cost Estimates

**Recalls** 11

Recall	Date ↕
TEST	Jun 14, 2023
<a href="#">Inspect 2nd Row Seat Belt and Buckle Stacking</a>	Oct 21, 2022
<a href="#">Update Vehicle Firmware To Prevent Loss of eCall Functionality</a>	May 18, 2022
<a href="#">Readjust Hood Latch</a>	Dec 21, 2021
<a href="#">Retrofit the Trunk Lid Harness</a>	Dec 21, 2021
<a href="#">Inspect Front Lower Lateral Links</a>	Oct 25, 2021
<a href="#">Inspect 1st Row Seatbelt Bolts</a>	May 27, 2021
<a href="#">Inspect Brake Caliper Bolts</a>	May 27, 2021
<a href="#">Replace VCM To Upgrade 8GB eMMC</a>	Feb 5, 2021
<a href="#">Replace Front Passenger Airbag</a>	Jan 7, 2019
<a href="#">Update Firmware to Allow Navigate on Autopilot to Comply with European Regulations</a>	—

### Recall

Inspect 1st Row Seatbelt Bolts

Info
Vehicles
**Action**

Tesla Service will inspect and, if necessary, repair the fasteners that secure both front-row shoulder belt top loops to the b-pillars to confirm that they are secured to the correct specifications. In the unlikely event that damage to the b-pillar hole threads and/or a top loop is found during the inspection, Tesla Service will repair the hole threads and/or replace the top loop.

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TESLA

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FLEET AND BUSINESS